Information Services Board (ISB) Meeting Minutes
John L. O'Brien Building, Hearing Room A
Olympia, WA
July 31, 1996

Members Present:	*Members Absent:*
Len McComb	Hunter Simpson
Twyla Barnes	John Franklin
Bill Anderson	Mary McQueen
Ann Daley	Gary Robinson
Steve Kolodney	Bill Finkbeiner
Ed Lazowska	
Cathy Wolfe	*Others Present:*
	Todd Sander

Call to Order   Mr. McComb called the meeting to order.

Roll Call   Sufficient members were present to allow a quorum.

Approval of Minutes   The minutes from the May 29, 1996, Information Services Board (ISB) meeting were approved.

K-20 Goals & Objectives Dr. Ed Lazowska presented an update on the progress of the K-20 Project. The milestones were described in terms of three meetings of the Telecommunications Oversight and Planning Committee (TOPC). The Department of Information Services (DIS) made presentations to the committee. At the first meeting TOPC approved the time table of technical goals and objectives. At the second they approved the issuance of RFPs and RFQs for both the active electronics and transport. The third was a discussion of the governance issues for the technical and administrative aspects of the network.

TOPC also ran a day of vendor sessions for the transport and active electronics pieces. About sixty vendors were present. Vendors were given information on the plans and process for the RFPs and RFQs.

Two issues for consideration were described by Dr. Lazowska. One was the ISB's preliminary proposals on governance. The second was the question of whether to proceed in acquiring the active electronics and transport or acquire a turnkey network.

The governance issue focused on technical operations, maintenance, and oversight. A key recommendation was made for long-term funding for operations. TOPC members urged that the $42.3 million be focused on capital cost related to the shared infrastructure, and costs of ongoing operations be funded through cost recovery mechanisms. TOPC will make the decisions on how to proceed. Dr. Lazowska stressed that the K-20 network establishes network technical standards for the institutions. The institutions determine their own policies and priorities in non-technical areas.

Regarding the turnkey network alternative, Mr. McComb stated the Board will need bids from those vendors interested in providing a turnkey, stand alone approach. The Board will sort through the alternatives, analyze, compare with the option of building upon DIS' network and make a recommendation to TOPC on which system to fund.

ISB Budget & Decision Packages

Mr. Todd Sander, Assistant Director, Strategic Computing and Planning Division, and Mr. John Saunders, Staff Director, Office of Information Technology Oversight, DIS, presented next biennium's DIS budget specifically appropriated for ISB support. They requested Board approval for approximately $3.5 million in appropriations (same as last biennium), an additional $470,000 for outside technical expertise, and approval to spend the unexpended prior appropriation of $500,000. Mr. Sander explained the level of staffing required to support the current level of policy and planning activities and staff support for the Board. Mr. Saunders talked about the increasing need to acquire technical expertise for information technology project oversight on major projects. Some of the funds would cover the cost of ISB audits and project management expertise for major projects.

Mr. Anderson and Mr. McComb said they support requesting funds to acquire outside consultants to analyze large projects when necessary. Mr. McComb stated that the appropriation that supports the Board's activities is from the balance in the revolving fund. It is not a direct appropriation of the general state fund. Mr. Kolodney further clarified that the $500,000 is a residual of appropriated funds, not residual from payments into the fund by DIS customers.

The Board gave its approval for DIS to proceed with this budget request. DIS will submit the decision packages to the Office of Financial Management for inclusion in the Governor's budget.

Statewide Strategic Plan

Mr. David Danner, Senior Policy Advisor, DIS, submitted a draft of the updated State Strategic Information Technology Plan to the Board for review and comment. Due to the significant changes in technology and developments in state policy with regard to information technology, it was updated from the original plan prepared in 1993.

In the preparation of the update, a review was completed of new developments in state law and policies that included Senate Bill 6705 which authorized the K-20 project, Senate Bill 6556 on public access to electronic records, the Governor's Telecommunication Policy Coordination Task Force Report, and the 1996 Performance Report. Interviews were conducted and a "planning summit" was held. State agency executives, legislators, educators, and policy makers attended and concluded the goals contained in the first report were still valid. It was agreed that agencies should use innovation in the use of IT, but it should align with agency missions. An emphasis on sharing and leveraging the IT resources across state agencies resulted from the process.

After listing the goals and strategies of the plan, Mr. Danner requested input from the Board to help finalize the document. Mr. McComb urged Board members to review and comment to DIS before the next ISB meeting.

Year 2000 Compliance

Mr. Paul Taylor, Senior Policy Advisor, DIS, introduced a draft of the Year 2000 Date Field Compliance Policy for adoption by the Board. The intent of the policy is to ensure agencies review their computer systems for date field problems, convert and test, and certify to the Board that their mission critical systems are Year 2000 compliant. The policy adds a reporting component to help ensure no interruptions to critical Washington State agencies' services occur as a result of the millennium date change. The reporting process is divided into two phases: Year 2000 Compliance Certification for critical systems converted and tested will be submitted with agency IT tactical plans in 1997, along with a detailed schedule for making the remaining systems compliant. The remaining certifications will be submitted with the 1999 IT tactical plans.

Ms. Kathy Rosmond and Mr. Stan Ditterline, Project Managers for the DIS Year 2000 Project, were asked if Washington State government would be able to comply with the policy. Ms. Rosmond said the state is far ahead of many others due to an effort undertaken two years ago, called the Vanilla Project, which upgraded all the DIS computer center's standard software to the latest releases. Mr. Ditterline said there are potential problems on the desktop PC and midrange computers and, unfortunately, the known tools to diagnose and correct the problem exist only for mainframe computers.

OFM specifically requested that agencies treat the Year 2000 as their first priority in IT budgets. However, additional funding requests can be expected from the agencies to address this problem. The Board can expect cost estimates for agencies' Year 2000 efforts by the end of September.

A motion was made to adopt the Year 2000 Date Field Compliance policy. Mr. McComb asked that it be amended by removing the reference to the State Auditor's authority. The amendment was accepted, and the motion was adopted.

Standard Terms and Conditions

Ms. Roselyn Marcus, Assistant Attorney General, presented contract model terms and conditions for Board review. Ms. Marcus, working closely with the DIS Office of IT Oversight, developed model contracts for agencies to use when acquiring hardware, software, or purchased services. The model contracts, when approved, will be added as an appendix to the Acquisition and Disposal of Information Technology Resources Policy.

The new contracts were drafted by a task force of contract specialists from various agencies. Input was requested from

vendors. Final reviews were conducted with the Washington State Contracts Specialists group and with vendors. However, comments are still being received and incorporated.

The Board was asked for comments and will act on the final draft of the model contracts at its next meeting.

WSP Data Center Operations & Upgrade

Ms. Annette Sandberg, Chief of the Washington State Patrol (WSP), reported on the status of the planned upgrade to the mainframe computer and the actions WSP has taken in response to the independent audit conducted in April and May 1996.

WSP replaced its Computer Services Division manager with an acting manager from the Electronic Services Division. Recruitment for a new manager is underway.   Interviews of the top candidates are scheduled for August 7, 1996.

Two technical staff positions have been filled with experienced candidates. An RFP is being developed to acquire technical support in the areas of operating systems, database management, network management, transaction and systems management. This additional technical support will supplement the current WSP data center staff as needed.

A comprehensive project plan has been created for the data center's software and hardware upgrade activities. The RFP for the upgrade was issued on July 9, 1996. Seven vendors have indicated intent to bid. Announcement of the apparently successful vendor is scheduled for September 10, 1996, and installation is scheduled for November 17, 1996.

WSP has completed four out of the five system tuning recommendations made in the audit. The last recommendation is planned to be completed by October 1996.

Board members commended Ms. Sandberg on the Patrol's progress.

LAMP Project Update

Ms. Kathy Baros Friedt, Director, Department of Licensing, provided status on actions to implement recommendations to build a six-month contingency into the Licensing Application Migration Project (LAMP) and to identify resource requirements and costs associated with the contingency. The contingency was recommended as part of an independent audit of the project conducted in April and May 1996. Ms. Friedt cited the absence of a full project-integrated work plan, the complexity of the project, and inadequate resourcing as major issues addressed by the project. She said the project will need to consume the six-month contingency.

Ms. Friedt said the backlog at the Drivers Division reported at earlier ISB meetings has been substantially reduced by redirecting staff.

Mr. Dan Hill, LAMP Project Director, reported on the recent risk assessment conducted on the project. Mr. Hill said there are 13 major risks and 40 mitigation activities associated with them. Mr. Hill will receive status on these activities from the project every two weeks. Mr. McComb asked for a report on the success of the mitigation strategies by the next ISB meeting.

Mr. Anderson asked about the change request process. Mr. Hill said approximately 500 change orders have been processed since the beginning of the project. The change requests address changes to requirements done in 1993 including business and legislative changes. Ms. Friedt said change requests vary from minor to significant and declined in number as the project completed the requirements phase. Major change requests are approved by the DOL Program and Policy Subcommittee, the LAMP Steering Committee, and Mr. Hill.

Mr. McComb asked for the aggregate budget implications of the change requests. Mr. Hill estimated approximately $4.5 million. Mr. Hill said a significant change happened in 1993 following a technology reassessment. The technology reassessment changed the technology platform originally planned for the system to a three-tier system. These changes required additional work for the contractor and additional software to control the three platforms.

Mr. Anderson asked if the recent schedule delays were due to recent change requests. Mr. Hill replied that the system design was completed in February 1996 and has not been changed except to correct errors. Ms. Friedt said that earlier in the project difficulties were experienced in defining requirements and that caused much of the delays. The project is applying "lessons learned" from Release 1 by addressing changes early in the process for Release 2 when these changes are less expensive to implement.

Mr. Hill provided status on the certification of the unit processes (UP). The system contains 101 UPs that need to be certified. Fifty-five have been certified, thirty-eight are in progress, and eight have not started. Completion of UP certification was scheduled for June 30, 1996. Certification is now anticipated to be completed by September 6, 1996. The delays in certification are attributed to difficulties experienced in completing construction of the Administrative Action UPs and issuance of letters to clients. These processes were found to be more complex than anticipated. Mr. Hill stressed the importance of completing certification of the UPs, as many subsequent activities are dependent on completing this activity.

Mr. Hill reported that initial user acceptance and performance testing has begun. Training the trainers has also started.

Dr. Lazowska asked if the schedule delays in Release 1 changed the estimated implementation dates for Releases 2 and 3. Ms. Friedt replied that Release 2 is still anticipated to be completed by June 1998. She said the project is applying lessons learned from

Release 1 and she doesn't expect that legislative changes will have a large effect on subsequent releases.

Ms. Friedt said the contract with the LAMP contractor, DMR, will be reviewed in September 1996 to make final determinations on responsibility for paying for the project delays. The contract is a fixed-price contract based on implementation by September 1996. Mr. McComb received assurance from Ms. Friedt that OFM would be involved and approve any contract negotiations.

Mr. Andre Berger, DMR Contractor Manager, said the estimated contractor hours for Release 1 have increased from the original 200,000 to 309,000. Mr. Berger attributed the increase to changing and undocumented requirements, as well as under-estimation by DMR. He said DMR made assumptions that a certain number of DOL staff would be available to define business requirements. Those resources were sometimes not readily available. About 15,000 hours were due to legislative changes. Dr. Lazowska asked if DOL had estimated staff hours as well. Mr. Hill replied that he tracks FTEs rather than hours. The project started with 17 FTEs and the current total is 37 FTEs. This does not include the staff from the divisions that are involved in the project.

Ms. Friedt estimated that the project's contingency funds for this biennium will last until mid-April 1996. Mr. McComb requested and received verification that the potential cost of a six-month delay would be approximately $900,000 over the appropriated contingency.

Ms. Friedt extended an invitation to Dr. Lazowska and Mr. Anderson to meet directly with the LAMP project staff to address these issues in more detail.

Mr. Don Tierney, Quality Assurance Contractor, said significant progress has been made on the project in UP delivery since the last time the project reported to the Board, and that the quality of the deliverables and the status of the project are very solid. Mr. Tierney also reported that the project has made progress on creating an integrated project schedule which includes LAMP, LITE, and the 33 companion project activities. Mr. Tierney stated that he has recommended to DOL that the LAMP and LITE projects need to be better coordinated.

Mr. McComb stated that by its October meeting the Board should be able to see milestones accomplished, budget impacts, and effects the delay will have on the contract with DMR. The Technology Management Group (TMG) will conduct a second assessment of the project and report to the Board. Mr. McComb stated that by October there should be enough metrics to measure progress to determine the project's future.

Remaining Agenda Items   Remaining agenda items were deferred until the next meeting.

New Business   None.

Adjournment   The meeting was adjourned.